

Message Text

UNCLASSIFIED

PAGE 01 SINGAP 04895 090914Z
ACTION CA-01

INFO OCT-01 EA-12 ISO-00 PER-05 A-01 VOE-00 MMO-04
FSI-04 /028 W

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R 080850Z NOV 77
FM AMEMBASSY SINGAPORE
TO SECSTATE WASHDC 8948

UNCLAS SINGAPORE 4895

E.O. 11652: N/A
TAGS: CGEN, SN
SUBJECT: IMPROVING CONSULAR SERVICES

REF: STATE 263040

1. SINGAPORE IN COMPLETE CONCURRENCE WITH REFTEL, IS FULLY COGNIZANT OF INCREASED INTEREST FROM PUBLIC IN QUALITY OF CONSULAR SERVICES.

2. CONSULAR SECTION SINGAPORE, ANTICIPATING THE CHANGING TIMES, HAS ALREADY IMPLEMENTED CHANGES TO COPE WITH THE QUANTITY AS WELL AS INCREASE THE QUALITY OF CONSULAR SERVICES.

3. EACH ROTATIONAL OFFICER AS WELL AS EVERY LOCAL EMPLOYEE HAS BEEN INSTRUCTED AS TO THE IMPORTANCE OF TME PUBLIC RELATIONS ASPECT OF HIS JOB. A CROSS-TRAINING PROGRAM OF ALL CONSULAR EMPLOYEES HAS ALSO INCREASED EFFICIENCY AND VERSATILITY. THE CONSULAR SECTION HAS IN THE PAST FEW MONTHS UNDERGOING PHYSICAL RENOVATIONS WHICH SPEED WORK FLOW, PRESENT A MORE PLEASING APPEARANCE FOR THE PUBLIC, AND HELP MAINTAIN GOOD OFFICE MORALE. THE CONSULAR OFFICERS HERE ARE NOT ARMCHAIR GENERALS BUT FRONT LINE OFFICERS, FULLY AWARE OF ALL THAT

TRANSPiRES IN THE SECTCON. STRONG EMPHASIS IS PLACED ON PUBLIC RELATIONS, ADHERENCE TO THE LAWS AND IN GIVING NEGATIVE ANSWERS IN THE KINDEST WAY.

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4. AS TO SUGGESTIONS, IN RECRUITING BOTH AMERICAN AND LOCAL STAFF FOR CONSULAR DUTY WE WONDER WHETHER SPECIAL ATTENTCON COULD BE VAID TO TEMPERAMENT. THERE ARE SOME EMPLOYEES WHO, WHILE BRILLIANT AT WRITING REPORTS AND ESTIMATING TRENDS, MAY TEND TO BECOME SOMEWHAT IMPATIENT AND ABRUPT WHEN FACING A

DEMANDING PUBLIC (DOCTOR JEKYLLS QUICKLY REVERT TO MR. HYDES). THOSE ASPIRING TO CONSULAR DUTY MIGHT BE MADE AWARE THEY WILL REQUIRE THE PATIENCE OF JOB, THE TACT AND WISDOM OF PORTIA AND THE JUDGEMENT OF SOLOMON AS WELL AS BEING AN IMPROMPTU BUT SKILLED SOCIAL WORKDER AND POSSESSING A SENCE OF HUMOR AND PROPORTION. TECHNICAL EXPERTISE IS ONLY HALF OF THE JOB. IT WOULD BE HELPFUL IF THIS COULD BE STRESSED IN RECRUITMENT.

HOLDRIDGE

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NNN

Message Attributes

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Current Classification: UNCLASSIFIED
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Copy: SINGLE
Sent Date: 08-Nov-1977 12:00:00 am
Decaption Date: 01-Jan-1960 12:00:00 am
Decaption Note:
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Disposition Approved on Date:
Disposition Case Number: n/a
Disposition Comment:
Disposition Date: 01-Jan-1960 12:00:00 am
Disposition Event:
Disposition History: n/a
Disposition Reason:
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